

Grievance Procedure

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Filing a Grievance

Arkansas State University has adopted an internal grievance procedure providing for prompt and equitable resolution of complaints alleging any action prohibited by the U.S. Department of Justice regulations while implementing Title II of the Americans with Disabilities Act.

Title II states, in part, that "no otherwise qualified disabled individual shall, solely due to such disability, be excluded from the participation in, be denied the benefits for, or be subjected to discrimination" in programs or activities sponsored by a public entity. Complaints should be submitted to the Director of Access & Accommodation Services, coordinator of ADA and 504 compliance efforts for A-State students. Grievance forms are available both on the web and in the Office of Access & Accommodation Services.

Process and Procedure for Filing a Complaint

- A complaint should be filed in writing, contain the name and address of the complainant (or campus resident location), and briefly describe the alleged violation of the regulations.
- A complaint should be filed within 35 school days after the complainant becomes aware of the alleged violation. Processing of allegations of discrimination that occurred before this grievance procedure was in place will be considered on a case-by-case basis.
- An Investigation, deemed appropriate, shall follow upon the filing of a The investigation shall be conducted by the ADAAA/504 coordinator.
 - This process contemplates informal, but thorough investigations, affording all interested persons and their representatives, if any, an opportunity to submit evidence relevant to a complaint. A written determination as to the validity of the complaint and a description of the resolution, if any, shall be issued by the investigating official (s) and a copy forwarded to the complainant no later than 25 school days after its filing.
 - The ADA coordinator shall maintain the files and records of Arkansas State University relating to the complaints filed.
 - The complainant can request a reconsideration of the case in instances where they are dissatisfied with the The request for reconsideration should be made within 15 school days to the Access & Accommodation Services Committee.

Reconsideration Process

If complainant requests a reconsideration of the case in instances where they are dissatisfied with the resolution determined by the Access & Accommodation Services Committee, a written request for reconsideration should be submitted to the Vice Chancellor for Access and Institutional Engagement. The decision of the Vice Chancellor will be final. The right of a person to a prompt and equitable resolution of the complaint filed hereunder shall not be impaired by the person's pursuit of other remedies such as filing of an ADA complaint with the responsible federal department or agency. Use of the grievance procedure is not a prerequisite to the pursuit of other remedies. The entire process shall be constituted to protect the substantive rights of interested persons to meet appropriate due process standards and to assure that Arkansas State University complies with the

ADA and implementing regulations.